



ACI QUALITY TIMES



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SHOWCASE SITE VISITS SET FOR OCTOBER

ARIZONA QUALITY ALLIANCE

Final preparations are underway for site visits from Arizona Quality Alliance examiners in the next few weeks. During a series of September goal discussion meetings at ACI Central, **General Manager Bill Branson** said that earning AQA recognition for the Print Shop and Bakery were priorities for this fiscal year. In 2005, AQA presented their Showcase in Excellence Award to the entire ACI organization for the *Customer Satisfaction Initiative*.

Kim Hunsinger and **Kevin Otterstrom** arrive at the Perryville Print Shop on Wednesday, October 8, to assess the *Forms Printing Customer Service Initiative*. **Carla Carter** and **Dennis Sowards** visit the Meadows Bakery on Tuesday, October 14, to explore *Just-in-Time Institutional Bread and Bun Production*. Following the usual visitor background checks, they will evaluate ACI's 2008 Showcase in Excellence Award applications.

Manager Randy Bialkowski at **Perryville Printing** hosts a practice for the visits on Monday, September 22. **Manager Eddie Gonzalez** leads a rehearsal at **Meadows Bakery** on Friday October 10. Space at each shop is being allocated as a base of operations for the AQA visit.

Familiarity with each shop's application will help staff and inmate workers field random questions from examiners. Typically, examiners review applications in advance and identify applicant strengths and weaknesses. AQA evaluates processes in terms of approach, deployment, learning and integration. They review results based on performance levels, trends, comparisons, linkages and gaps. They do not reveal applicant status information during site visits.

TUBAC FIRE CHIEF COMPLIMENTS ACI SIGN SHOP

Tubac Fire Chief Kevin Keekey recently told **Deputy Director Cree Zischke** that ACI's Sign Shop produces

great work for them. The Chief added that passage of a local bond issue could mean more business for ACI.

AUGUST REWORK REPORT

WORK UNIT NAME	LABOR	MATERIAL	TOTAL	REWORK CODES
BAKERY	not reporting this month		\$0.00	
BEDDING	no rework		\$0.00	
DATA FULFILLMENT	no rework		\$0.00	
DOUGLAS SEWING		\$204.64	\$204.64	I
FARM			\$21.50	C, F
FLORENCE UPH	no rework		\$0.00	
LEWIS FURN	no report		\$0.00	
METAL FAB	no rework		\$0.00	
PERRYVILLE SEWING	\$0.35	\$55.63	\$55.98	C, F
PRINT SHOP	no rework		\$0.00	
SIGN SHOP	no rework		\$0.00	
TAG PLANT			\$6,067.53	27C, 62F
WINSLOW	no rework		\$0.00	
WOOD METAL	no rework		\$0.00	
TOTALS	\$0.35	\$ 260.27	\$6,349.65	29C, 68F, 18I

(See Universal Error Codes on page 4)

MACHINERY AND MATERIAL BOOST AUGUST REWORK

Combined August rework dollars for all shops increased to five times the July rate, largely due to equipment issues at the Tag Plant and rejected material at Douglas Sewing. August total expense for redoing product was \$6,350, up from \$1,116 in July.



Over six thousand of the August rework dollars originated

at the Rynning Tag Plant. Over the last year the Tag Plant transitioned from making traditional stamped metal license plates to a new 3M digital process.

Because its product is highly visible, Tag Plant conducts multiple, rigorous internal inspections before product ships. The expense is associated with special challenges making plates from internet orders with the new equipment.

Fabric arrives at Douglas Sewing in large bolts, which are unrolled when they're needed in production. Sometimes the supplier splices separate fabric lengths into a single bolt. If the two pieces differ in color, for instance, workers won't know until they begin working with them.

Because new inmate workers continually enter ACI's ranks, operator error is a rework factor in all shops.

**YOUR NEXT STATE
HOLIDAY IS COLUMBUS
DAY, MONDAY,
OCTOBER 13**



Tag Plant workers shown at right all earned recognition certificates shown above for completing training in the new 3M digital plate making process



TAG PLANT WORK ALWAYS IN SPOTLIGHT

ACI's Tag Plant output rides around America on trucks, cars and motorcycles. The traditional correctional business of making license plates brings special quality demands because millions of potential critics are out there on the highways and byways to detect flaws. During the past year, Tag Plant, now based at the Rynning Unit at ASPC-Eyman, experienced dramatic changes in both its physical location and how it manufacturers license plates.



Orders typically arrive from the Motor Vehicle Division (MVD), often via the internet. **Tag Plant Supervisor Terry Whitney** oversees the process with five workers, including two inspectors, checking every plate. In bygone days, when Tag Plant was located in the Florence Industrial Yard, numbers were stamped into the metal plates. The new 3M digital process transformed production into affixing a photographic sheet over a metal backing.

Each checkpoint searches for extra lines or other imperfections on every single plate. An inmate worker who finds a flaw can stop production until it's fixed. At \$2,880 per roll of raw material, avoiding waste is a high priority.

Tag Plant counts its annual production in millions of units. The new process calls for special inmate worker training, sponsored by 3M. As in other ACI businesses, inmates learn basic work values and habits to prepare them for mainstreaming into the community after release.

AUGUST SAMPLING RESULTS

WORK UNIT NAME	INSPECTED	PASSED	TOTAL %	ERROR TYPES
BAKERY	no report			
BEDDING	1,438	1,438	100%	
CONSUMER PRODUCTS	no report			
COST ACCOUNTING	19	18	95%	
CUSTOMER SERVICE	1,066	1,050	98%	c
DATA FULFILLMENT	8,120	8,120	100%	
DOUGLAS SEWING	853	849	100%	c, k
FARM	6,545	6,459	99%	c, f
FLORENCE UPH	296	296	100%	
LEWIS FURN	no report			
METAL FAB	138,608	138,608	100%	
PERRYVILLE SEWING	448	448	100%	
PRINT SHOP	347,479	347,479	100%	
PURCHASING	150	145	97%	c
RETAIL OUTLET	23	22	96%	
SIGN SHOP	1,593	1,593	100%	
TAG PLANT	73,078	71,704	98%	c, i
WAREHOUSE	403,634	403,634	100%	
WINSLOW	21,436	20,930	98%	f, i
WOOD METAL	177	177	100%	
TOTALS	1,004,963	1,002,970	99%	40c,23f,32i,2k

Universal ACI Error Codes

- a. Late paperwork
- c. Operator error
- b. Inaccurate order specifications
- d. Incomplete information
- e. Training need
- f. Equipment failure
- h. Warehouse process
- g. Poor internal communication
- i. Material flawed
- j. Material arrived late
- k. Other _____



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Customer Satisfaction Data Skewed

The monthly Customer Satisfaction rating for all ACI shops dropped to 8.92 in August, down from 9.32 in July. Overall, 95 per cent of customers said they were satisfied with ACI. Results took a hit from the changeover of the Bakery's entire work force over the summer. **General Manager Bill Branson** said he has seen visible improvement in shop operations. However, survey customers were responding to product shipped in August.